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AZ CORP COMMISSION  
DOCUMENT CONTROL

**ARROYO WATER COMPANY**

**HC 6 BOX 1048 L  
PAYSON, ARIZONA 85541**

Arizona Corporation Commission

**DOCKETED**

**DEC 13 2006**

December 5, 2006

DOCKETED BY	NR
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Docket Control  
Arizona Corporation Commission  
1200 W. Washington  
Phoenix, Arizona 85007-2996  
Phone: 602-542-0848

Docket No. W-04286A-06-0399

Re: Arroyo Water Company, Inc. response to Customer Complaints for 2005/2006

Enclosed you will find documentation in response to the attached customer complaints.

There are seven complaints addressed for the years 2005/2006.

Please feel free to contact us for further information. All documentation is on file at the Arroyo Water Company office.

Sincerely,

Kacy Parker  
Kyle Parker

*Certified Return Receipt # 7004 0750 0002 2857  
2429*

# ARROYO WATER COMPANY

HC 6 BOX 1048 L  
PAYSON, ARIZONA 85541

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December 5, 2006

## **Docket Control**

**Arizona Corporation Commission**

1200 W. Washington

Phoenix, Arizona 85007-2996

Phone: 602-542-0848

**Docket No. W-04286A-06-0399**

*Re: Arroyo Water Company, Inc. response to Customer Complaints for 2005/2006*

### **Complaint # 2005-48471**

#1. Richard Liles Dated: 11/23/05

1. Customer stated he had paid \$85.00 and had not been credited. He did not give us a date of payment but the attached account summary reflects his payment.

### **Complaint # 2005-8466**

#2. Leona Hassler Dated: 11/23/05

1. Customers have been advised to the delay in billing and a current status letter will be sent with the billing. Attached is her account summary

### **Complaint # 2005-48499**

Cecilia Torel Dated: 11/25/05

1. Customers will receive current billing this month along with a letter reminding them of the billing procedures and providing them with their current customer account summary.

### **Complaint # 2005-47659**

Larry Zimmer Dated: 1-10/21/05

1. We have previously sent letters to the customers advising them of our billing dilemma.

2. We have never raised our rates. We do realize that there are legal procedures to follow through the Arizona Corporation Commission. Monthly flat rate has always been \$17.06.

**Complaint # 2005-48643**

Howard Karlson Dated: 12/5/05

1. If Mr. Karlson sold the property, any previous water usage is still his responsibility. Also, he needs to supply us with the buyer's information and new application for service along with any new service fees. Again, we charge a flat monthly rate of \$17.06.

**Complaint # 2006-52606**

George Azbill Dated: 6/5/06

1. No messages were left on our answering machine for that date, advising us that the water was off. We have a local manager who all of the customers are very well acquainted with on a personal basis and he would have been very capable of handling the situation. We do have staff on hand at this time to answer phones and address issues.

**Complaint # 2006-50415**

Art Keeter Dated: 3/15/06

1. We are diligently working remedy the billing issue. All of our customers have received letters advising them and keeping them updated.

2. There will be water pressure problems until our CC & N is finalized then we will remedy with solutions as we have previously discussed with ACC.

**END of Complaints**

Respectfully submitted to the Arizona Corporation Commission Docket Control

DOCKET No. W-04286A-06-0399

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid Phone: (602) 542-0848 Fax: (602) 542-2129

Priority: Respond Within Five Days

Complaint No. 2005 - 48471 Date: 11/23/2005

Complaint Description: 01B Billing - Disputed
N/A Not Applicable

Complaint By: Richard & Robert Liles
First: Richard & Robert Last: Liles

Account Name: Richard & Robert Liles (Lot #22) Home: (520) 723-8456

Street: 589 N. Main St. Work: (000) 000-0000

City: Coolidge CBR:

State: AZ Zip: 85228 Is:

Utility Company: Kacy Parker d/b/a Arroyo Water, Company

Division: Water

Contact Name: Kacy Parker Contact Phone: (928) 474-766

Nature of Complaint:

Customer states that they paid \$85 on their bill and it has not been credited to their account. They also state that they did not get bill for 3 months.

Why isn't the money paid being credited to their accounts?
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

11/23/05 faxed to Kacy Parker @ 928-474-7812

2/2/06 I tried contacting customer and the telephone is not working.

\*End of Comments\*

Date Completed:

Complaint No. 2005 - 48471

Substantiated/Un-Substantiated not yet determined

Notes:

Arroyo Water Company  
Customer Transaction Summary

**Customer Information**

ACCT. NO : LILES R01  
LILES RICHARD  
589 N. MAIN  
COOLIDGE, AZ 85228-

**Location Information**

SERVICE ID : 22

Date	Type	Read Date	Reading	Usage	Prior Balance	Transaction Amount	Balance
10/19/2005	Payment				85.30	-85.30	0.00
11/15/2005	Charge	11/01/2005	270		0.00	17.06	17.06
12/01/2005	Charge	12/01/2005	270		17.06	17.06	34.12
12/06/2005	Payment				34.12	-17.06	17.06
01/18/2006	Charge	01/10/2006	270		17.06	17.06	34.12
02/01/2006	Charge	02/28/2006	270		34.12	34.11	68.23
02/23/2006	Payment				68.23	-17.06	51.17
03/05/2006	Charge	03/29/2006	270		51.17	17.06	68.23
04/10/2006	Charge	04/14/2006	270		68.23	17.06	85.29
05/10/2006	Charge	05/10/2006	270		85.29	17.06	102.35
06/10/2006	Charge	06/02/2006	1740	1470	102.35	17.43	119.78
07/10/2006	Charge	07/10/2006	3820	2080	119.78	17.92	137.70

*DOCKET NO. W-04286A-06-0399*  
**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM**

**Investigator:** John La Porta

**Phone:** (602) 542-0819

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

**Complaint No.** 2005 - 48466

**Date:** 11/23/2005

**Complaint Description:** 05Z Quality of Service - Other  
 N/A Not Applicable

**Complaint By:** **First:** Leona **Last:** Hassler

**Account Name:** Leona Hassler

**Home:** (928) 468-6257

**Street:** HC 1, Box 5274P

**Work:** (000) 000-0000

**City:** Payson

**CBR:**

**State:** AZ **Zip:** 85541

**is:**

**Utility Company:** Kacy Parker d/b/a Arroyo Water, Company

**Division:** Water

**Contact Name:** Kacy Parker

**Contact Phone:** (928) 474-1766 (fax)

**Nature of Complaint:**

Mrs. Hassler called the ACC yesterday (11/22) stating that she has not received a water bill in almost five months. She called the water company, who said they would check into it and get back with her.

ACC put a call into Kacy Parker at the water company and provided this complaint orally over the phone to him. He too said he would look into the matter and advise both the customer and the ACC on his findings.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

11/23/05-ACC left a voice-mail message for Kacy Parker to return the call. ACC talked to Mr. Hassler who said that the water company called yesterday to inform that they are working on his situation and will advise him on their findings.

12/21/05

Voicemail from Mrs, Called her back and Mr advised they still have received no bills. (Bmorton)

\*End of Comments\*

**Date Completed:**

**Complaint No.** 2005 - 48466

**Substantiated/Un-Substantiated not yet determined**

**Notes:**

Jakes Corner Water system  
Customer Transaction Summary

**Customer Information**

ACCT. NO : HASSLER R01  
HASSLER RON  
HC1 BOX 5274 P  
PAYSON, AZ 85541-

**Location Information**

SERVICE ID : JC LOT 18  
JAKES CORNER 18  
PAYSON, AZ 85541-

Date	Type	Read Date	Reading	Usage	Prior Balance	Transaction Amount	Balance
10/28/2004	F Charge	10/08/2004	972910	3360	0.00	17.47	17.47
11/10/2004	Payment				17.47	-17.47	0.00
11/19/2004	Charge	11/07/2004	974870	1960	0.00	14.70	14.70
12/08/2004	Payment				14.70	-14.70	0.00
12/09/2004	Charge	12/07/2004	976740	1870	0.00	14.52	14.52
12/23/2004	Payment				14.52	-14.52	0.00
01/06/2005	Charge	01/06/2005	977550	810	0.00	12.80	12.80
01/17/2005	Payment				12.80	-12.80	0.00
02/07/2005	Charge	02/07/2005	978260	710	0.00	12.79	12.79
02/15/2005	Payment				12.79	-12.79	0.00
03/09/2005	Charge	03/08/2005	980790	2530	0.00	15.83	15.83
03/16/2005	Payment				15.83	-15.83	0.00
05/09/2005	Charge	04/08/2005	982995	2205	0.00	15.18	15.18
06/12/2005	Payment				15.18	-15.18	0.00
06/17/2005	Charge	05/08/2005	984677	1682	0.00	14.15	14.15
07/12/2005	Payment				14.15	-14.15	0.00
07/14/2005	Charge	06/01/2005	1016600	31923	0.00	73.99	73.99

*DOCKET No. W-04286A-06-0399*  
**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM**

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**Investigator:** John La Porta**Phone:** (602) 542-0819**Fax:** (602) 542-2129**Priority:** Respond Within Five Days

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**Complaint No.** 2005 - 48499**Date:** 11/25/2005**Complaint Description:** 01Z Billing - Other  
N/A Not Applicable**Complaint By:** **First:** Cecila **Last:** Torel**Account Name:** Cecilia Torel**Home:** (928) 479-2440**Street:** PO Box 124**Work:** (000) 000-0000**City:** Tonto Basin**CBR:****State:** AZ **Zip:** 85553**is:**

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**Utility Company:** Kacy Parker d/b/a Arroyo Water, Company**Division:** Water**Contact Name:** Kacy Parker**Contact Phone:** (928) 474-1766**Nature of Complaint:**

Customer contends the billing for the water company is very inconsistent and sometimes she goes three months without any bill. However, she claims she got two bills for the billing period from October 1 to November 1, 2005. The first bill showed she owed the company \$195.82 and the second bill showed she owed the company \$220.50.

ACC asks Arroyo Water Company to look into this customer's complaint and advise why (1) customer is not getting a bill once a month, and (2) why did she receive two bills for the same billing period. Please advise both customer and the ACC on your findings.

\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:****Date Completed:****Complaint No.** 2005 - 48499

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**Substantiated/Un-Substantiated not yet determined****Notes:**

*DOCKET No. W-04286A-06-0399*  
**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:** (602) 542-0848

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

**Complaint No.** 2005 - 47659

**Date:** 10/21/2005

**Complaint Description:** 01E Billing - Rebill/Backbill  
N/A Not Applicable

**Complaint By:** First: Larry Last: Zimmer

**Account Name:** Larry Zimmer **Home:** (928) 479-2463

**Street:** 274 Old Mill Rd. **Work:** (000) 000-0003

**City:** Tonto Basin **CBR:**

**State:** AZ Zip: 85553 **Is:**

**Utility Company:** Kacy Parker d/b/a Arroyo Water, Company

**Division:** Water

**Contact Name:** Kacy Parker **Contact Phone:** (928) 474-1766

**Nature of Complaint:**

Customer states that the water bills are not being sent to customers on a regular basis. He states that the rates have increased from \$16 to \$19. When he received his bill he is being billed for the 5 months of service. He states that he only owes one month.

Why aren't the bills being sent out regularly? Who gave the company the authority to increase the rates? Why are the customer being billed for 5 months at a time?

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

10/21/05 faxed to Kacy Parker @ Arroyo Water Co. Fax number: 928-474-7812

\*\*\*\*\*

2/2/06 I informed customer that this was still under investigatino. Customer states that no bill was received last month and there have been no improvements.

\*\*\*\*\*

\*End of Comments\*

**Date Completed:**

**Complaint No.** 2005 - 47659

**Substantiated/Un-Substantiated not yet determined**

**Notes:**

*DOCKET No. W-04286A-06-0399*

**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM**

**Investigator:** Al Amezcua

**Phone:** (602) 542-0842

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

**Complaint No.** 2005 - 48643

**Date:** 12/5/2005

**Complaint Description:** 06C Disconnect/Terminations - Customer Requested  
N/A Not Applicable

<b>Complaint By:</b>	<b>First:</b> Howard	<b>Last:</b> Karlson
<b>Account Name:</b>	Howard Karlson	<b>Home:</b> (928) 472-2525
<b>Street:</b>	Forest Rd #71	<b>Work:</b> (000) 000-0000
<b>City:</b>	Tonto Basin	<b>CBR:</b>
<b>State:</b>	AZ <b>Zip:</b> 85553	<b>is:</b>

**Utility Company:** Kacy Parker d/b/a Arroyo Water, Company

**Division:** Water

**Contact Name:** Kacy Parker

**Contact Phone:** (928) 474-766

**Nature of Complaint:**

12/05/05 Mr. Karlson is still getting monthly water bills from your company. The amount this month is \$164, \$147 last month and \$102 the previous month. He sold the property in March of this year. February was the last check he paid to Kacy Parker. He then send you another \$20.00 in good faith. He then send in another \$20.00. He also stated that there is a \$80.00 deposit on file that he has not received. He would like to know if he was a minimal user of around \$16.00 how the bills could have gone this high.

He can't get a hold of Kacy Parker and would like to hear from you with a solution.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

12/05/05 E-mailed complaint to Kacy Parker @ arroyo@npgtable.com

Undeliverable: Delivery failure (arroyo@npgtable.com)

Your message did not reach some or all of the intended recipients.

Subject:

The following recipient(s) could not be reached:

arroyo@npgtable.com on 12/5/2005 1:19 PM

No route was found for the recipient server. Please contact your system administrator.

< chimera.cc.state.az.us #5.4.4 >

Staff spoke with Kacy Parker regarding this complaint. He was going to look into this matter and get back with staff. He also wanted to mention that he is very upset with the Arizona Corporation Commission ("Commission") as the transaction of the Sale of Assets has not been completed. He was going to drag his feet with the complaints he was receiving from staff as the Commission was also dragging their feet. He threaten to walk away from the company pull the plug and shut the pumps off. Staff asked him to reconsired and help us

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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work with him on this issue. He agreed. Consumer Services along with management were informed.

01/06/06 Per management staff left a voice mail message advising the customer that the Commission is still investigating his complaint. As soon as staff has an update or a resolution he will be notified. Staff provided Mr. Karlson my full name and #800 with extension if he needed to call me back.

02/10/06 Staff received a voice mail message from Mr. Karlson who indicated that he got another bill from Arroyo Water.

02/13/06 Staff left Mr. Karlson a voice mail advising him that staff is still investigating the issues on hand. I wanted to also apologized for the inconvenience this is causing but please be patient with staff. Once I hear of something different I will call him back. Staff provided him once again with my name and telephone number.  
\*End of Comments\*

Date Completed:

Complaint No. 2005 - 48643

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Substantiated/Un-Substantiated not yet determined

Notes:

*DOCKET No. W-04286A-06-0399*  
**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM**

**Investigator:** Lynn Combs**Phone:** (602) 542-0488**Fax:** (602) 542-2129**Priority:** Respond Within Five Days**Complaint No.** 2006 - 52606**Date:** 6/5/2006**Complaint Description:** 04D Service - Not Working  
N/A Not Applicable

	<b>First:</b>	<b>Last:</b>
<b>Complaint By:</b>	<b>George</b>	<b>Azbill</b>

**Account Name:** George and Beverly Azbill**Home:** (928) 479-2542**Street:** Pumpkin Center Village- P.O box 653**Work:****City:** Tonto Basin**CBR:****State:** AZ **Zip:** 85553**is:****Utility Company:** Kacy Parker d/b/a Arroyo Water, Company**Division:** Water**Contact Name:** Kacy Parker**Contact Phone:** (928) 474-1766**Nature of Complaint:**

06/05/06 Customer called complaining that his residence did not have water on Friday 06/02 from 12noon until. Customer says he is ill and needed the swamp cooler on. He said he called the Parkers several times but did not get an answer. He says he has experienced low water pressure on and off.

Was there a repair problem or outage on Friday.?

\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

06/05/06-2:50 pm Left message with company- to return call regarding customers concern

06/05/06 Email sent to the utility

06/26/06 Changed to inquiry and resent to utility.

06/30/06 Spoke to customer regarding their inquiry and let them know it may take some time to resolve.

08/11/06 Returned to a complaint - Attempted to call the customer to update them on the complaint and let them know that there is an order to show cause currently pending. No answering machine - No answer.

\*End of Comments\*

**Date Completed:****Complaint No.** 2006 - 52606

**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

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Substantiated/Un-Substantiated not yet determined

Notes:

**DOCKET NO. W-04286A-06-0399**  
**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid      **Phone:** (602) 542-0848      **Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

**Complaint No.** 2006 - 50415      **Date:** 3/15/2006

**Complaint Description:** 05G Quality of Service - Pressure/Voltage  
N/A Not Applicable

**Complaint By:**      **First:** Art      **Last:** Keeter

**Account Name:** Art Keeter      **Home:** (000) 000-0000

**Street:** n/a      **Work:** (000) 000-0000

**City:** Tonto Basin      **CBR:**

**State:** AZ      **Zip:** 00000      **is:**

**Utility Company:** Kacy Parker d/b/a Arroyo Water, Company

**Division:** Water

**Contact Name:** Kacy Parker      **Contact Phone:** (928) 474-766

**Nature of Complaint:**

Customer states that the billing procedures for the water company are all messed up. He states that there is low water pressure a majority of the time. He also wants to know when this application will be processed? He states that Kacy Parker states that the ACC is holding up any improvements that he might want to make to the system.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

3/16/06 copy faxed to company  
\*\*\*\*\*

7/17/06 Consumer called wanting to know the status of this situation. I explained to him that there is an OSC scheduled to be presented to the Commission on the Open Meeting of 7/25/06 & 7/26/06. He wanted to make some comments. I explained to him that it would be better if he wrote his comments in and file them with Docket Control. He said he would do that.

\*End of Comments\*

**Date Completed:**

**Complaint No. 2006 - 50415**

**Substantiated/Un-Substantiated not yet determined**

**Notes:**